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APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
09/823,678	03/31/2001	Wai H. Pak	SBL0007US	6116
60975	7590	08/06/2007	EXAMINER	
CAMPBELL STEPHENSON LLP 11401 CENTURY OAKS TERRACE BLDG. H, SUITE 250 AUSTIN, TX 78758			BRUCKART, BENJAMIN R	
		ART UNIT	PAPER NUMBER	
		2155		
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		08/06/2007	PAPER	

Please find below and/or attached an Office communication concerning this application or proceeding.

The time period for reply, if any, is set in the attached communication.

Office Action Summary	Application No.	Applicant(s)	
	09/823,678	PAK, WAI H.	
	Examiner	Art Unit	
	Benjamin R. Bruckart	2155	

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --
Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) OR THIRTY (30) DAYS, WHICHEVER IS LONGER, FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

- 1) Responsive to communication(s) filed on 16 July 2007.
- 2a) This action is FINAL. 2b) This action is non-final.
- 3) Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

- 4) Claim(s) 23-96 is/are pending in the application.
- 4a) Of the above claim(s) _____ is/are withdrawn from consideration.
- 5) Claim(s) _____ is/are allowed.
- 6) Claim(s) 23-96 is/are rejected.
- 7) Claim(s) _____ is/are objected to.
- 8) Claim(s) _____ are subject to restriction and/or election requirement.

Application Papers

- 9) The specification is objected to by the Examiner.
- 10) The drawing(s) filed on _____ is/are: a) accepted or b) objected to by the Examiner.
 Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).
 Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).
- 11) The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

Priority under 35 U.S.C. § 119

- 12) Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
- a) All b) Some * c) None of:
 1. Certified copies of the priority documents have been received.
 2. Certified copies of the priority documents have been received in Application No. _____.
 3. Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

* See the attached detailed Office action for a list of the certified copies not received.

Attachment(s)

- | | |
|--|---|
| 1) <input checked="" type="checkbox"/> Notice of References Cited (PTO-892) | 4) <input type="checkbox"/> Interview Summary (PTO-413) |
| 2) <input type="checkbox"/> Notice of Draftsperson's Patent Drawing Review (PTO-948) | Paper No(s)/Mail Date. _____ . |
| 3) <input type="checkbox"/> Information Disclosure Statement(s) (PTO/SB/08) | 5) <input type="checkbox"/> Notice of Informal Patent Application |
| Paper No(s)/Mail Date _____ . | 6) <input type="checkbox"/> Other: _____ . |

Detailed Action

Status of Claims:

Claims 23-96 are pending in this Office Action.

Claims 1-22 and 97-98 have been cancelled.

Claims 23, 37, 46, 55, 65, 73, 81, 89 have been amended.

The 35 U.S.C. 101 rejection is withdrawn based on applicant's amendments.

The 35 U.S.C. 112, second paragraph rejection is withdrawn as necessitated by applicant's amendment.

Response to Arguments

Applicant's arguments filed 12/18/06 have been considered but are moot in view of the new ground(s) of rejection.

Applicant's invention as claimed:

Claim Rejections - 35 USC § 102

The following is a quotation of the appropriate paragraphs of 35 U.S.C. 102 that form the basis for the rejections under this section made in this Office action:

A person shall be entitled to a patent unless –

(e) the invention was described in (1) an application for patent, published under section 122(b), by another filed in the United States before the invention by the applicant for patent or (2) a patent granted on an application for patent by another filed in the United States before the invention by the applicant for patent, except that an international application filed under the treaty defined in section 351(a) shall have the effects for purposes of this

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subsection of an application filed in the United States only if the international application designated the United States and was published under Article 21(2) of such treaty in the English language.

Claims 23-96 are rejected under 35 U.S.C. 102(e) as being anticipated by U.S. Patent No. 6,772,216 by Ankireddipally et al (herein after “Ank”).

Regarding claim 23, a method of inter-module communication (Ank: col. 1, lines 45-51) comprising:

forming a message (Ank: col. 5, lines 2-5), wherein

said forming comprises

inserting customer relations management system information (Ank: col. 7, lines 1-17; col. 6, lines 41-46; the data) and other customer relations management system information into said message (Ank: col. 7, lines 1-17; message exchange semantics); and

configuring said message to be pushed from a customer relations management system by encoding at least a portion of said message in a markup language (Ank: col. 7, lines 1-17; message encoded in XML and transmitted Fig. 6),

 said customer relations management system information comprises at least one of agent information and work item information (see next two limitations),

 said agent information comprises information regarding an agent (Ank: col. 4, lines 62-65),

 said work item information comprises information regarding a work item (Ank: col. 6, lines 14-21),

 said other customer relations management system information is other than said agent information and said work item information (Ank: col. 7, lines 1-17), and

 said other customer relations management system information comprises at least one of a command, request, and a notification (Ank: col. 7, lines 1-17; message exchange semantics).

Regarding claim 24, the method of claim 23, wherein

 said notification comprises at least one of notification of an event and autonomously provided information (Ank: col. 7, lines 40-61).

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Regarding claim 25, the method of claim 23, wherein

 said customer relations management system information further comprises at least one of queuing information, statistical information, connection information (Ank: col. 16, lines 26-31; connection information) and rule information.

Regarding claim 26, the method of claim 23, further comprising:

 communicating said message from a commerce server to a universal queuing system (Ank: col. 18, lines 43-57)

Regarding claim 27, the method of claim 23, wherein

 said other customer relations management system information comprises said command, said command configured to cause a module receiving said message to perform an operation (Ank: col. 18, lines 58-67).

Regarding claim 28, the method of claim 23, wherein

 said other customer relations management system information comprises said request, said request configured to cause a module receiving said message to reply with requested customer relations management system information (Ank: col. 7, lines 43-59; Fig. 6).

Regarding claim 29, the method of claim 23, wherein

 said other customer relations management system information comprises said notification, said notification is generated by a module generating said message (Ank: col. 8, lines 44; col. 18, lines 34-39).

Regarding claim 30, the method of claim 23, wherein

 said message defines a function, and
 said function is one of an agent-related function, a work item-related function, a statistics-related function and an administrative function (Ank: col. 18, lines 34-67).

Regarding claim 31, the method of claim 23, wherein

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said agent-related function is one of an AgentLogin command, an AgentLogout command, an AgentInitAuxWork command, an AgentAllMediaAvailable command, a ChangeAgentMediaMode command, a ChangeAgentskill command, a RequestAgentstate request, a RequestAgentMediaMode request, a Requestsystemstate request, a RequestAgentWorkableList request, a RequestWorkItemAssignment request, a RequestAgentWorkItemList request, and a RequestAgentMediastate request (Ank: col. 18, lines 24-42).

Regarding claim 32, the method of claim 23, wherein

 said work item-related function is one of an AddWorkItem command, a RequestWorkItemstatus request, an AcceptWorkItem command, a RejectWorkItem command, a CompleteWorkItem command, a WrapupWorkItemResponse command, a WrapcompleteWorkItem command, an HoldWorkItem command, an UnldoldWorkItem command, a BlindTransferWorkItemToAgent command, a TransferWorkItemToAgent command and a TransferWorkItem-roRoute command (Ank: col. 18, lines 24-58).

Regarding claim 33, the method of claim 23, wherein

 said statistics-related function is one of a SetchannelstatInterval command, a SetRoutestatInterval command, a StartAgentstat command, a StopAgentstat command and a Getsystemstatistics request (Ank: col. 7, lines 57-61).

Regarding claim 34, the method of claim 23, wherein

 said administrative function is one of a UQopenconnection command, a UQReopenconnection command, a UQInitRules command, a UQReplaceRules command and a UQDisconnect command (Ank: col. 3, lines 44-53).

Regarding claim 35, the method of claim 23, further comprising:

 sending said message (Fig. 6).

Regarding claim 36, the method of claim 35, further comprising:

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receiving said message (Fig. 6).

Claims "37-96" are substantially similar to claims 23-36 and are therefore rejected according to the same rationale as cited above.

REMARKS

The applicant has provided amendments to the claims with remarks. Many issues are being cleared up.

Conclusion

Applicant's amendment necessitated the new ground(s) of rejection presented in this Office action. Accordingly, **THIS ACTION IS MADE FINAL**. See MPEP § 706.07(a). Applicant is reminded of the extension of time policy as set forth in 37 CFR 1.136(a).

A shortened statutory period for reply to this final action is set to expire THREE MONTHS from the mailing date of this action. In the event a first reply is filed within TWO MONTHS of the mailing date of this final action and the advisory action is not mailed until after the end of the THREE-MONTH shortened statutory period, then the shortened statutory period will expire on the date the advisory action is mailed, and any extension fee pursuant to 37 CFR 1.136(a) will be calculated from the mailing date of the advisory action. In no event, however, will the statutory period for reply expire later than SIX MONTHS from the date of this final action.

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Any inquiry concerning this communication or earlier communications from the examiner should be directed to Benjamin R. Bruckart whose telephone number is (571) 272-3982. The examiner can normally be reached on 8:00-5:30PM with every other Friday off.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Saleh Najjar can be reached on (571) 272-4006.

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see <http://pair-direct.uspto.gov>. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free).

Benjamin R Bruckart
Examiner
Art Unit 2155

BAB



SALEH NAJJAR
SUPERVISORY PATENT EXAMINER